

LIMITED WARRANTY AND TECHNICAL SUPPORT

Your HP Limited Warranty consists of the repair or replacement of defective parts, including hard drives identified by HP Intelligent Manageability software as prefailure.

Limited Warranty Periods

Product	Duration of Warranty Period
HP computer with "1 YR," "2 YR," or "3 YR" marked on the serial number label located on the back of the unit	1 year, 2 years, or 3 years, according to the serial number label
Included HP accessories, digital writing pen, and batteries	1 Year
Non-HP accessories	Not warranted by HP. Refer to manufacturer's warranty.

General Terms

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HP MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the HP branded hardware products sold by or leased from HP Computer Corporation, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. This Limited Warranty is valid in any country or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards and may be subject to registration requirements in the country of purchase. HP will not alter form, fit, or function of the product

to make it operate in a country for which it was never intended to function for legal or regulatory reasons.

HP warrants that the HP hardware product and all the internal components of the product that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your HP branded hardware is required within the Limited Warranty Period.

HP products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for ninety (90) days or for the remainder of the Limited Warranty Period of the HP hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of HP. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the ninety (90) day limited warranty of the spare part. In the unlikely event that your HP product has a recurring failure, HP, at its discretion, may elect to provide you with a replacement unit of HP choosing that is at least equivalent to your HP branded product in hardware performance. HP reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER

THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

HP does not warrant that the operation of this product will be uninterrupted or error-free. HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by the use of parts not manufactured or sold by HP; or (d) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user replaceable HP or HP approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive warranty agreement between you and HP regarding the HP branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations—including representations made in HP sales literature or advice given to you by HP or an agent or employee of HP—that may have been made in connection with your purchase or lease of the HP branded product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

Limitation of Liability

IF YOUR HP BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

HP IS NOT LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Options and Software

The Limited Warranty terms and conditions for HP options are as indicated in the Limited Warranty applicable to HP options. HP DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP. HP's only obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement. Non-HP hardware and software products are provided "AS IS." However, non-HP manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP on the HP branded product or that was included with the HP branded product at the time of your purchase or lease of the product. Technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software that was either preinstalled by HP on the HP branded product or included with the HP branded product at the time of your purchase or lease of the product is available for a fee.

Contacting HP

You can obtain warranty service and technical support by contacting HP at <http://www.hp.com/support>.

Be sure to have the following information available before you call HP:

- Product number, serial number, model name, and model number
- Applicable error messages
- Add-on options
- Operating system
- Third-party hardware or software
- Detailed questions

We have a variety of services available online to help you find answers to your questions and resolve problems—24 hours a day, 7 days a week. Logon to our online services site at <http://www.hp.com/support> to find a variety of help sources to meet your needs:

- **Access to drivers and product documentation:** Find original product drivers, latest updates and software fixes, Limited Warranty information, and product documentation.
- **Open an online service event with an HP Support Specialist:** If you have an issue with your product, contact us online for the fastest time to a solution. <http://www.hp.com/support>.

Free Pick-Up Warranty Service Available Monday–Friday

If you are unable to resolve your problem using HP online services, call your local HP Technical Support Center (see *Worldwide Phone Numbers* booklet). A technical support specialist will help you diagnose the problem.

If your portable computer needs a hardware repair that is covered under warranty, then HP will deliver packaging, pick up the portable computer from your location, repair the computer, and deliver the repaired computer to the location of your choice. HP pays shipping costs. Pick-up service provides a turnaround normally within two to five business days.

NOTE: If you choose your own courier, you assume the risk of loss or damage during shipping.

Carry-In Warranty Service Available Monday–Friday

Carry your product into any HP authorized service provider for warranty repair. To locate the nearest HP authorized service provider, call your local HP Technical Support Center (see *Worldwide Phone Numbers* booklet). Carry-in service provides a turnaround normally within 2 business days.

HP Replaceable Parts Program

Where available, the HP Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the HP Technical Support Center (see *Worldwide Phone Numbers* booklet), a replaceable part can be sent directly to you. Once the part arrives, call the HP Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

Warranty Transfer to Another Country

HP is not responsible for any handling fees, tariffs, or import duties that may be incurred in transferring the products. Products may be covered by export controls issued by the United States or other governments.

Service Upgrades

HP offers extra coverage for your product. For information on service upgrades, refer to <http://www.hp.com>.

Service upgrades purchased in one country are NOT transferable to another country.